Scope of Work: Wellness and Prevention Mobile Application for Student Athletes

1. Objective

The objective of this project is to develop a mobile application (app) for the State of Delaware's Department of Services for Children, Youth and Their Families (DSCYF) to promote wellness and prevention initiatives among middle and high school student athletes. The app will be designed to align with DSCYF's SPORT Prevention Plus Wellness curriculum, focusing on key areas such as:

- **Physical fitness and activity**
- **Healthy eating habits**
- **Adequate sleep habits**
- **Stress Management and Control**
- **Substance Misuse Prevention**

The app will provide student athletes with tools and resources to manage and track positive behaviors, connect them with relevant information, and support their mental health and well-being.

2. Executive Summary

This Scope of Work (SOW) outlines the development of a comprehensive mobile application designed to empower student athletes in Delaware with the knowledge and tools to make healthy choices and prioritize their well-being. The app will be accessible on both iOS and Android platforms, offering a user-friendly interface and engaging content.

The app will feature a robust dashboard for users, providing personalized insights and tracking progress in key areas. It will also include a comprehensive resource library, connecting users with local and national organizations dedicated to promoting mental and physical health.

The app will be developed with a focus on data collection and reporting, allowing DSCYF to monitor the impact of the program and identify areas for improvement. The app will be customizable, allowing DSCYF to add local resources, articles, and webinars to further enhance its capabilities.

3. Functional Hierarchy

This section outlines the functional hierarchy of the app, encompassing the user app, business interface, and admin panel.

3.1 Functional Hierarchy of the User App

The user app will be the primary interface for student athletes. The following functional hierarchy outlines the key features:

- **Download the App:** Users will be able to download the app from the App Store (iOS) or Google Play Store (Android).
- **Splash Screen:** Upon launching the app, users will be greeted with a visually appealing splash screen that showcases the app's branding and purpose.
- **Login/Signup:**
  - **Login:** Existing users will be able to log in using their registered credentials.
  - **Signup:** New users will be able to create an account by providing their personal information and choosing a secure password.
- **Side Menu:** The side menu will provide users with easy access to the app's main features, including:
  - **Dashboard:** The central hub for user activity and information.
  - **My Profile:** Allows users to view and update their personal information.
  - **Settings:** Provides options for customizing app settings and accessing support resources.
  - **Logout:** Allows users to securely log out of the app.
- **Dashboard:** The dashboard will display personalized information and insights, including:
  - **Arrived in Parking Lot:** Users can mark their arrival at the designated location.
  - **Waiting for Business to Respond:** The app will display a message indicating that the user is waiting for a response from the business.
  - **Business Gives the Response:** The app will display the response from the business, which can be one of the following:
    - **'Please continue the vicinity now, we are waiting'**: This message indicates that the user should remain in the vicinity and wait for further instructions.
    - **'Thank you. Remain in the car until you are contacted'**: This message indicates that the user should remain in their car and wait for a call or text message.
    - **'Apologies, your appointment is delayed'**: This message indicates that the user's appointment has been delayed.
    - **'Apologies, you do not have an appointment for today'**: This message indicates that the user does not have an appointment scheduled for that day.
    - **Custom Response:** Businesses can provide a custom response to users.
  - **Countdown Timer Ends:** The app will display a message indicating that the countdown timer has ended.
  - **User Ends the Session:** Users can end their session by clicking on the "End Session" button.
  - **Business Ends the Session:** Businesses can end the session by clicking on the "End Session" button.
- **Push Notifications:** The app will send push notifications to users to remind them of upcoming appointments, provide updates on their wait time, and deliver important information.
- **My Profile:** Users can access their profile to view and update their personal information, including:

- **Name:** First and last name.
- **Email:** Email address.
- **Password:** Password.
- **Phone Number:** Phone number.
- **Emergency Contact:** Emergency contact information.
- **Medical Information:** Medical information, such as allergies or medications.
- **Settings:** Users can access the settings menu to customize their app experience, including:
    - **Change Password:** Allows users to change their password.
    - **Show Notifications:** Allows users to enable or disable push notifications.
    - **About Us:** Provides information about the app and its developers.
    - **Terms & Conditions:** Displays the app's terms and conditions.
    - **Privacy Policy:** Displays the app's privacy policy.
- **Logout:** Allows users to securely log out of the app.

3.2 Functional Hierarchy of the Business Interface

The business interface will be used by businesses to manage their appointments and communicate with users. The following functional hierarchy outlines the key features:

- **Sign-up:** Businesses can create an account by providing their business information and choosing a secure password.
    - **Account Sign-up Email:** Businesses will receive an email confirming their account creation.
- **Login:** Existing businesses can log in using their registered credentials.
- **Dashboard:** The dashboard will provide businesses with an overview of their appointments and user activity.
- **People Waiting in Queue:** Businesses can view a list of users who are currently waiting in the queue.
    - **Give Response to User:** Businesses can provide a response to users who are waiting in the queue.
    - **Alert Notifications:** Businesses will receive notifications when:
        - **User Arrives in Parking Lot:** A notification will be sent when a user arrives in the parking lot.
        - **Countdown Timer is Up:** A notification will be sent when the countdown timer is up.
        - **User Clicks: Get an Update:** A notification will be sent when a user clicks on the "Get an Update" button.
        - **User Ends the Session:** A notification will be sent when a user ends their session.
    - **End the Session:** Businesses can end the session by clicking on the "End Session" button.
- **Reports:** Businesses can access reports to track their user activity and appointment data.
    - **Daily:** Daily reports will provide businesses with an overview of their user activity and appointment data for the current day.
    - **Weekly:** Weekly reports will provide businesses with an overview of their user activity and appointment data for the current week.
    - **Monthly:** Monthly reports will provide businesses with an overview of their user activity and appointment data for the current month.
- **Settings:** Businesses can access the settings menu to customize their account settings, including:
    - **Business Profile:** Allows businesses to update their business information.
    - **Change Password:** Allows businesses to change their password.
    - **Show Notifications:** Allows businesses to enable or disable push notifications.
    - **Terms & Conditions:** Displays the app's terms and conditions.
    - **Privacy Policy:** Displays the app's privacy policy.
- **Logout:** Allows businesses to securely log out of the app.

3.3 Functional Hierarchy of the Admin Panel

The admin panel will be used by DSCYF administrators to manage the app, users, and businesses. The following functional hierarchy outlines the key features:

- **Change Password:** Administrators can change their password.
- **User Management:** Administrators can manage user accounts, including:
    - **Create User:** Administrators can create new user accounts.
    - **Edit User:** Administrators can edit existing user accounts.
    - **Delete User:** Administrators can delete user accounts.
- **Business Management:** Administrators can manage business accounts, including:
    - **Businesses List:** Administrators can view a list of all businesses that have registered with the app.
    - **Business Details:** Administrators can view the details of individual business accounts.
- **Reports:** Administrators can access reports to track user activity, business activity, and app usage.
    - **Daily:** Daily reports will provide administrators with an overview of user activity, business activity, and app usage for the current day.
    - **Weekly:** Weekly reports will provide administrators with an overview of user activity, business activity, and app usage for the current week.
    - **Monthly:** Monthly reports will provide administrators with an overview of user activity, business activity, and app usage for the current month.
- **Push Notifications:** Administrators can send push notifications to all users or to specific groups of users.
- **Logout:** Allows administrators to securely log out of the app.

4. Functional Details of User App

This section provides detailed descriptions of the user app's functionalities.

4.1 Downloading the App

Users will be able to download the app from the App Store (iOS) or Google Play Store (Android). The app will be listed under the name "Wellness & Prevention" and will be available for free download.

4.2 Splash Screen

The splash screen will display the app's logo and name, along with a brief tagline that highlights the app's purpose. The splash screen will be visually appealing and will load quickly to provide a positive user experience.

4.3 Login

4.3.1 Signup

New users will be able to create an account by providing their personal information, including their name, email address, password, and phone number. The app will require users to create a strong password that meets specific security requirements.

4.3.2 Forgot Password

Users who have forgotten their password can reset it by entering their email address. The app will send a password reset link to the user's email address.

4.4 Side Menu

The side menu will be accessible by tapping on the menu icon in the top left corner of the screen. The menu will display the following options:

- **Dashboard:** The central hub for user activity and information.
- **My Profile:** Allows users to view and update their personal information.
- **Settings:** Provides options for customizing app settings and accessing support resources.
- **Logout:** Allows users to securely log out of the app.

4.5 Dashboard

The dashboard will display personalized information and insights, including:

4.5.1 Arrived in Parking Lot

Users can mark their arrival at the designated location by clicking on the "Arrived in Parking Lot" button. The app will then send a notification to the business, informing them that the user has arrived.

4.5.2 Waiting for Business to Respond

The app will display a message indicating that the user is waiting for a response from the business. The message will include the user's estimated wait time.

4.5.3 Business Gives the Response

The app will display the response from the business, which can be one of the following:

4.5.3.1 'Please continue the vicinity now, we are waiting'

This message indicates that the user should remain in the vicinity and wait for further instructions. The app will display a countdown timer that indicates the estimated wait time.

4.5.3.2 'Thank you. Remain in the car until you are contacted'

This message indicates that the user should remain in their car and wait for a call or text message. The app will display a countdown timer that indicates the estimated wait time.

4.5.3.3 'Apologies, your appointment is delayed'

This message indicates that the user's appointment has been delayed. The app will display a new estimated wait time.

4.5.3.4 'Apologies, you do not have an appointment for today'

This message indicates that the user does not have an appointment scheduled for that day. The app will provide the user with the option to schedule a new appointment.

4.5.3.5 Custom Response

Businesses can provide a custom response to users. The custom response will be displayed in the app.

4.5.4 Countdown Timer Ends

The app will display a message indicating that the countdown timer has ended. The message will provide the user with the option to contact the business or to end their session.

4.5.5 User Ends the Session

Users can end their session by clicking on the "End Session" button. The app will send a notification to the business, informing them that the user has ended their session.

4.5.6 Business Ends the Session

Businesses can end the session by clicking on the "End Session" button. The app will send a notification to the user, informing them that the business has ended their session.

4.6 Push Notifications

The app will send push notifications to users to remind them of upcoming appointments, provide updates on their wait time, and deliver important information. Users can customize their notification settings to receive notifications only for specific events.

4.7 My Profile

Users can access their profile to view and update their personal information, including:

- **Name:** First and last name.
- **Email:** Email address.
- **Password:** Password.
- **Phone Number:** Phone number.
- **Emergency Contact:** Emergency contact information.
- **Medical Information:** Medical information, such as allergies or medications.

4.8 Settings

Users can access the settings menu to customize their app experience, including:

4.8.1 Change Password

Allows users to change their password. The app will require users to create a strong password that meets specific security requirements.

4.8.2 Show Notifications

Allows users to enable or disable push notifications. Users can choose to receive notifications for specific events, such as appointment reminders or wait time updates.

4.8.3 About Us

Provides information about the app and its developers. The "About Us" section will include the app's name, version number, copyright information, and contact information for the developers.

4.8.4 Terms & Conditions

Displays the app's terms and conditions. The terms and conditions will outline the user's rights and responsibilities when using the app.

4.8.5 Privacy Policy

Displays the app's privacy policy. The privacy policy will outline how the app collects, uses, and protects user data.

4.9 Logout

Allows users to securely log out of the app. The logout feature will ensure that user data is protected and that unauthorized access to the app is prevented.

5. Business Interface

This section provides detailed descriptions of the business interface's functionalities.

5.1 Sign-up

Businesses can create an account by providing their business information, including their name, address, phone number, email address, and

password. The app will require businesses to create a strong password that meets specific security requirements.

5.1.1 Account Sign-up Email

Businesses will receive an email confirming their account creation. The email will include a link to the business's dashboard.

5.2 Login

Existing businesses can log in using their registered credentials. The app will require businesses to enter their email address and password.

5.3 Dashboard

The dashboard will provide businesses with an overview of their appointments and user activity. The dashboard will display the following information:

- **Upcoming Appointments:** A list of upcoming appointments, including the user's name, appointment time, and location.
- **Waiting Users:** A list of users who are currently waiting in the queue.
- **Recent Activity:** A log of recent user activity, such as appointment confirmations, wait time updates, and session ends.

5.4 People Waiting in Queue

Businesses can view a list of users who are currently waiting in the queue. The list will display the user's name, arrival time, and estimated wait time.

5.4.1 Give Response to User

Businesses can provide a response to users who are waiting in the queue. The response can be one of the following:

- **'Please continue the vicinity now, we are waiting'**: This message indicates that the user should remain in the vicinity and wait for further instructions.
- **'Thank you. Remain in the car until you are contacted'**: This message indicates that the user should remain in their car and wait for a call or text message.
- **'Apologies, your appointment is delayed'**: This message indicates that the user's appointment has been delayed.
- **'Apologies, you do not have an appointment for today'**: This message indicates that the user does not have an appointment scheduled for that day.
- **Custom Response:** Businesses can provide a custom response to users.

5.4.2 Alert Notifications

Businesses will receive notifications when:

5.4.2.1 When user arrives in Parking lot

A notification will be sent when a user arrives in the parking lot. The notification will include the user's name and arrival time.

5.4.2.2 When countdown timer is up

A notification will be sent when the countdown timer is up. The notification will include the user's name and the remaining wait time.

5.4.2.3 When user clicks: Get an update

A notification will be sent when a user clicks on the "Get an Update" button. The notification will include the user's name and the current wait time.

5.4.2.4 When user ends the session

A notification will be sent when a user ends their session. The notification will include the user's name and the reason for ending the session.

5.4.3 End the Session

Businesses can end the session by clicking on the "End Session" button. The app will send a notification to the user, informing them that the business has ended their session.

5.5 Reports

Businesses can access reports to track their user activity and appointment data. The reports will provide businesses with insights into their user base, appointment trends, and overall performance.

5.5.1 Daily

Daily reports will provide businesses with an overview of their user activity and appointment data for the current day. The report will include the following information:

- **Number of Users:** The total number of users who have visited the business on that day.
- **Number of Appointments:** The total number of appointments that were scheduled on that day.
- **Average Wait Time:** The average wait time for users who visited the business on that day.
- **Appointment Completion Rate:** The percentage of appointments that were completed on that day.

5.5.2 Weekly

Weekly reports will provide businesses with an overview of their user activity and appointment data for the current week. The report will include the following information:

- **Number of Users:** The total number of users who have visited the business during the week.
- **Number of Appointments:** The total number of appointments that were scheduled during the week.
- **Average Wait Time:** The average wait time for users who visited the business during the week.
- **Appointment Completion Rate:** The percentage of appointments that were completed during the week.

5.5.3 Monthly

Monthly reports will provide businesses with an overview of their user activity and appointment data for the current month. The report will include the following information:

- **Number of Users:** The total number of users who have visited the business during the month.
- **Number of Appointments:** The total number of appointments that were scheduled during the month.
- **Average Wait Time:** The average wait time for users who visited the business during the month.
- **Appointment Completion Rate:** The percentage of appointments that were completed during the month.

5.6 Settings

Businesses can access the settings menu to customize their account settings, including:

5.6.1 Business Profile

Allows businesses to update their business information, including their name, address, phone number, and email address.

5.6.2 Change Password

Allows businesses to change their password. The app will require businesses to create a strong password that meets specific security requirements.

5.6.3 Show Notifications

Allows businesses to enable or disable push notifications. Businesses can choose to receive notifications for specific events, such as user arrivals, countdown timer updates, and session ends.

5.6.4 Terms & Conditions

Displays the app's terms and conditions. The terms and conditions will outline the business's rights and responsibilities when using the app.

5.6.5 Privacy Policy

Displays the app's privacy policy. The privacy policy will outline how the app collects, uses, and protects business data.

5.7 Logout

Allows businesses to securely log out of the app. The logout feature will ensure that business data is protected and that unauthorized access to the app is prevented.

6. Admin Panel

This section provides detailed descriptions of the admin panel's functionalities.

6.1 Change Password

Administrators can change their password. The app will require administrators to create a strong password that meets specific security requirements.

6.2 User Management

Administrators can manage user accounts, including:

- **Create User:** Administrators can create new user accounts by providing the user's personal information, such as their name, email address, password, and phone number.

- **Edit User:** Administrators can edit existing user accounts by updating the user's personal information.
- **Delete User:** Administrators can delete user accounts.

6.3 Business Management

Administrators can manage business accounts, including:

6.3.1 Businesses List

Administrators can view a list of all businesses that have registered with the app. The list will display the business's name, address, phone number, and email address.

6.3.2 Business Details

Administrators can view the details of individual business accounts. The business details will include the business's name, address, phone number, email address, and a list of their appointments.

6.4 Reports

Administrators can access reports to track user activity, business activity, and app usage. The reports will provide administrators with insights into the app's performance, user engagement, and business adoption.

6.4.1 Daily

Daily reports will provide administrators with an overview of user activity, business activity, and app usage for the current day. The report will include the following information:

- **Number of Users:** The total number of users who have accessed the app on that day.
- **Number of Businesses:** The total number of businesses that have accessed the app on that day.
- **Number of Appointments:** The total number of appointments that were scheduled on that day.
- **Average Wait Time:** The average wait time for users who visited businesses on that day.
- **Appointment Completion Rate:** The percentage of appointments that were completed on that day.

6.4.2 Weekly

Weekly reports will provide administrators with an overview of user activity, business activity, and app usage for the current week. The report will include the following information:

- **Number of Users:** The total number of users who have accessed the app during the week.
- **Number of Businesses:** The total number of businesses that have accessed the app during the week.
- **Number of Appointments:** The total number of appointments that were scheduled during the week.
- **Average Wait Time:** The average wait time for users who visited businesses during the week.
- **Appointment Completion Rate:** The percentage of appointments that were completed during the week.

6.4.3 Monthly

Monthly reports will provide administrators with an overview of user activity, business activity, and app usage for the current month. The report will include the following information:

- **Number of Users:** The total number of users who have accessed the app during the month.
- **Number of Businesses:** The total number of businesses that have accessed the app during the month.
- **Number of Appointments:** The total number of appointments that were scheduled during the month.
- **Average Wait Time:** The average wait time for users who visited businesses during the month.
- **Appointment Completion Rate:** The percentage of appointments that were completed during the month.

6.5 Push Notifications

Administrators can send push notifications to all users or to specific groups of users. The push notifications can be used to announce new features, provide updates on the app, or deliver important information.

6.6 Logout

Allows administrators to securely log out of the app. The logout feature will ensure that administrative data is protected and that unauthorized access to the app is prevented.

7. Compliance

The app will comply with all applicable laws and regulations, including:

- **HIPAA:** The app will comply with the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of

user health information.

- **GDPR:** The app will comply with the General Data Protection Regulation (GDPR) to protect the privacy and security of user data in the European Union.
- **CCPA:** The app will comply with the California Consumer Privacy Act (CCPA) to protect the privacy and security of user data in California.
- **FERPA:** The app will comply with the Family Educational Rights and Privacy Act (FERPA) to protect the privacy and security of student education records.

8. Tools & Operating Systems

This section outlines the tools and operating systems that will be used to develop the app.

8.1 Design Tools for Mobile App

The following design tools will be used to develop the app:

- **Figma:** A collaborative design tool that will be used to create wireframes, mockups, and prototypes.
- **Adobe XD:** A vector-based design tool that will be used to create high-fidelity mockups and prototypes.
- **Sketch:** A vector-based design tool that will be used to create high-fidelity mockups and prototypes.

8.2 Operating System & Limitations for Mobile App

The app will be developed for both iOS and Android platforms. The following operating systems and limitations will be considered:

- **iOS:** The app will be developed for iOS 14 and above.
- **Android:** The app will be developed for Android 9 and above.

9. Roles and Responsibility

This section outlines the roles and responsibilities of the customer and the development team.

9.1 Customer's Responsibilities

The customer will be responsible for the following:

- **Provide access to relevant data and information:** The customer will provide the development team with access to all relevant data and information, including the SPORT Prevention Plus Wellness curriculum, user demographics, and business information.
- **Review and approve design mockups and prototypes:** The customer will review and approve all design mockups and prototypes before development begins.
- **Provide feedback on the app during development:** The customer will provide feedback on the app during development to ensure that it meets their requirements.
- **Approve the final app before launch:** The customer will approve the final app before it is launched to the public.

9.2 App Maisters Responsibilities

The development team will be responsible for the following:

- **Develop the app according to the SOW:** The development team will develop the app according to the specifications outlined in this SOW.
- **Design and develop the user interface and user experience:** The development team will design and develop a user-friendly and engaging user interface and user experience.
- **Develop the app for both iOS and Android platforms:** The development team will develop the app for both iOS and Android platforms.
- **Test the app thoroughly:** The development team will test the app thoroughly to ensure that it is functional, stable, and secure.
- **Provide ongoing support and maintenance:** The development team will provide ongoing support and maintenance for the app after launch.

10. Deliverables

The following deliverables will be provided by the development team:

- **Design mockups and prototypes:** The development team will provide design mockups and prototypes for the app.
- **Source code:** The development team will provide the source code for the app.
- **App binaries:** The development team will provide the app binaries for both iOS and Android platforms.
- **Documentation:** The development team will provide documentation for the app, including user guides, technical specifications, and API documentation.
- **Training materials:** The development team will provide training materials for the customer on how to use and manage the app.

11. Assumptions

The following assumptions have been made in the development of this SOW:

- **The customer will provide access to all relevant data and information:** The development team assumes that the customer will provide access to all relevant data and information, including the SPORT Prevention Plus Wellness curriculum, user demographics, and business information.
- **The customer will review and approve design mockups and prototypes:** The development team assumes that the customer will review and approve all design mockups and prototypes before development begins.
- **The customer will provide feedback on the app during development:** The development team assumes that the customer will provide feedback on the app during development to ensure that it meets their requirements.
- **The customer will approve the final app before launch:** The development team assumes that the customer will approve the final app before it is launched to the public.

12. Warranty and Post Production Support

The development team will provide a warranty for the app for a period of one year from the date of launch. The warranty will cover any defects in the app's functionality. The development team will also provide post-production support for the app, including bug fixes, security updates, and feature enhancements.

Conclusion

This Scope of Work outlines the development of a comprehensive mobile application designed to empower student athletes in Delaware with the knowledge and tools to make healthy choices and prioritize their well-being. The app will be accessible on both iOS and Android platforms, offering a user-friendly interface and engaging content. The app will be developed with a focus on data collection and reporting, allowing DSCYF to monitor the impact of the program and identify areas for improvement. The app will be customizable, allowing DSCYF to add local resources, articles, and webinars to further enhance its capabilities.

This SOW provides a detailed overview of the project, including the functional hierarchy, functional details, compliance requirements, tools and operating systems, roles and responsibilities, deliverables, assumptions, and warranty and post-production support. The development team is confident that they can deliver a high-quality app that meets the customer's needs and objectives.